

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:289
ANSWERED ON:10.08.2015
Booking of Railway Tickets
Premachandran Shri N.K.

Will the Minister of RAILWAYS be pleased to state:

- (a) the total number of tickets booked each through the Indian Railway Catering and Tourism Corporation (IRCTC) and the Passenger Reservation System (PRS) during the last one year and the current year, month-wise;
- (b) the additional cost incurred on each ticket at the time of booking through IRCTC and PRS;
- (c) whether it is a fact that the online tickets booked through IRCTC is a better option than PRS in terms of cost to a passenger and if so, the details thereof; and
- (d) the steps taken by the Railways to provide concession for online ticket bookings considering use of least manpower, paper etc. ?

Answer

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 289 BY SHRI K.N. RAMACHANDRAN TO BE ANSWERED IN LOK SABHA ON 10.08.2015 REGARDING BOOKING OF RAILWAY TICKETS

(a): The month-wise details of total number of tickets booked through the Indian Railway Catering and Tourism Corporation (IRCTC) and the Passenger Reservation System (PRS) counters during the Financial Year 2014-15 and during the period from April, 2015 to June, 2015 are given in the Appendix.

(b): The additional cost incurred on each ticket at the time of booking through IRCTC and PRS is not maintained. However, the cost per e-ticket issued through IRCTC for the Financial Year 2013-14 is `7.22, which is likely to be between `15 and `20 per ticket in FY 2014-15 on account of additional investment on upgradation of ticketing infrastructure including switching over to the Next Generation e-Ticketing System (NGet) and further large scale augmentation of the Information Technology (IT) infrastructure for catering to increase number of booking demands. With regard to PRS tickets, it is practically not feasible to establish the cost incurred on each ticket issued through the PRS counter since it involves various factors such as cost of premises, equipment, their maintenance, manpower cost and other costs such as electricity, furniture, stationery, networking etc., which varies from location to location.

(c): While booking a reserved ticket through internet, a passenger has to pay additional charges like service charges of IRCTC, bank transaction charges and service charges of agents (in case ticket is booked through authorised agents), etc. which are not payable in case of PRS ticket. However, which of the two is a better option is a matter of choice exercised by the passenger.

(d): For providing facility of booking reserved tickets through internet, expenditure is incurred on procurement and maintenance of hardware and software, cost of technical manpower, recurring expenditure like rent, electricity charges, internet bandwidth charges, administrative cost, etc. Hence, no concession is provided by the Railways for booking tickets online.
